



June 3, 2010

Kathy Strong
Director of Contracts Administration
Women's Transitional Living Center
PO Box 6103
Orange, Ca 92694

SUBJECT: Performance Assessment Report
GRANT #: DV09068538 & DR09018538
RECIPIENT NAME: Women's Transitional Living Center

Dear Ms. Strong,

Thank you again for your time on May 27, 2010, when I conducted a Performance Assessment of the Domestic Violence Assistance (DV) Program grant for your agency. Attached please find a copy of the Performance Assessment including the Domestic Violence Recovery Act (DR) Addendum.

During the site visit, we discussed Cal EMA's requirements for the project, the goals and objectives of the program, the project's source documentation, and the reporting requirements. As a result of the visit, I have identified the following areas which need corrective action.

California Environmental Quality Act (CEQA)

Finding: Current CEQA documentation was not on file.

Citation: Recipient Handbook Section 2153 requires all Cal EMA funded projects to certify compliance with CEQA. A copy of the CEQA compliance memo or other certification must be completed once during the project's grant award cycle. The original copy must be retained on file for review during site and monitoring visits by Cal EMA staff.

Corrective Action: The project must obtain verification of compliance with CEQA or otherwise exemption from CEQA and submit copy to Cal EMA by **December 3, 2010**. A sample CEQA Compliance memo is located in the Recipient Handbook, Appendix U.

Comment: Contact your city or county planning department to have them prepare an environmental document stating whether the project will have a significant effect on the environment.

Client Confidentiality

Current Policy: Current Policy for client confidentiality establishes the boundaries of confidentiality and protocols for handling confidential client files up until the point of long term storage. No written policy exists for the eventual destruction of files, nor does a policy specifically identify the time period long term files should be kept.

Citation: Both the Victims Of Crime Act and the Family Violence Prevention Act contain provisions protecting the confidentiality of victims. Specifically, 42 U.S.C. 10402 (a)(2)(E) authorizes the state to ensure documented procedures have been developed and implemented (to include policies and procedures) “to assure the confidentiality of records pertaining to any individual provided family violence prevention or treatment services by any program assisted under this chapter...”

Recommendation: While documented protocols exist up until the point of long-storage, no protocol exists for the handling of client files during or after that period. Written protocols should be established for the long-term storage of and eventual destruction of client files, in order to protect against the dissemination of confidential client information. Evidence of the development of a written policy should be submitted to Cal EMA no later than **December 3, 2010**.

Functional Timesheets

Finding: The project is not currently using functional timesheets to track grant funded positions.

Citation: The Recipient Handbook (Section 11331) states “All grant-funded personnel must maintain time cards/sheets that indicate on a daily basis, the actual time worked on each Cal EMA project and account for all the time worked by the employee during the pay period... An allocation plan may be used to allocate salaries and benefits for individuals who work on more than one program or grant (see Section 2173).”

Corrective Action: Currently, the project tracks employees’ hours by grant. However, these time sheets do not provide a description of what the employee is doing during the hours billed to the grant. The current method does not indicate function; it merely indicates billing allocation. A copy of the new functional timesheet should be submitted to Cal EMA no later than **December 3, 2010**. Additionally, the Employee Handbook should be revised to provide policy as to the use of functional timesheets.

EEO Policy

Finding #1: The project lacks written policies for language assistance services that provide Limited English Proficiency (LEP) persons with meaningful access, i.e. oral interpretation services, bilingual staff, telephone interpreter lines, written language services, community volunteers, etc.

Citation: Recipient Handbook Section 2151.7 states, “Cal EMA program staff will provide an EEO Checklist to recipients prior to all site/monitoring visits. The checklist will assist Cal EMA in verifying that recipients are in compliance with state and federal civil rights requirements by noting that various EEO documents (EEO Policy, Nondiscrimination Poster) are available at the site/monitoring.”

Corrective Action: Personnel responsible for EEO compliance should contact the Cal EMA EEO Compliance Officer at (916) 845-8454 for additional information on specific state and federal civil rights laws to ensure compliance. Additionally, the project should establish a written personnel policy and a written administrative policy for addressing the needs of those with LEP. Evidence of this new policy should be submitted to Cal EMA no later than **December 3, 2010**.

Finding #2: The project does not have the current CA Department of Fair Employment and Housing (DFEH) poster entitled “Harassment or Discrimination in Employment is Prohibited by Law”.

Citation: The Certification of Assurance of Compliance signed by the Executive Director that was submitted with the application for the grant year indicated the agency would comply with all State and Federal Requirements regarding Equal Employment Opportunity, non-discrimination, and civil rights.

Corrective Action: The project should contact the CA Department of Fair Employment and Housing (DFEH) for information on how to obtain the most current poster.

Written Policies for Responding to Law Enforcement and Emergency Medical Personnel

Finding: The project lacks written policies for responding to Law Enforcement and Medical Personnel.

Citation: The 2009/2010 RFA (Part II, Section A, subsection "b", number "iv") indicates agencies must provide written protocol for how they will provide 24 hour emergency response to law enforcement and medical personnel.

Corrective Action: The project should develop written policies that document their response to Emergency Medical Personnel and Law Enforcement Personnel. Evidence of the completion of said policy should be submitted to Cal EMA no later than **December 3, 2010**.

As for the other documentation that you were required to provide at the time of the site visit, I will be placing copies in your DV09/10 file and your master file at Cal EMA headquarters.

Enclosed is a copy of the completed Site Visit Checklist Form for your review. Please sign the cover page and return a copy of the page to me by **Thursday July 3, 2010 or sooner** as confirmation of receipt.

Thank you again for your hospitality during this visit. If you have any questions regarding the site visit please contact me at 916.324.9104 or Jason.Stalder@calema.ca.gov.

Jason Stalder
Criminal Justice Specialist
Domestic Violence Section

Enclosures

C: Cal EMA R&R Logistics